



**Can't understand
those #@%#!
regulations?**

Do something about It!!

Don't curse and don't worry! Help is on the way. IDEM's Compliance and Technical Assistance Program (CTAP) has undertaken a number of activities in order to assist the vehicle maintenance industry. Look inside to see how we can be of assistance to you!

IDEM's Compliance and Technical Assistance



Program (CTAP) offers confidential

**COMPLIANCE TOOLS DEVELOPED TO ASSIST
INDIANA'S VEHICLE MAINTENANCE SHOPS:**

assistance to small businesses so they may better understand and comply with the regulations that affect them. Under CTAP's confidentiality law (IC 13-28-3-4), CTAP staff members cannot reveal information about you or your business to others within IDEM or the public unless you waive your right of confidentiality, or there is a case of clear and immediate danger to public health or the environment.

To assist the vehicle maintenance industry, CTAP has undertaken an initiative that includes:

- ✓ the development of the **Compliance Manual for Indiana's Vehicle Maintenance Shops**. The manual is written in plain English and addresses safety as well as environmental regulations.
- ✓ the development of the **Collision Repair/Auto Refinishers'** chapters (currently under development) that will supplement the existing Compliance Manual.
- ✓ the creation of a **5-Star Environmental Recognition Program for Vehicle Maintenance Shops**. Participating shops can use this program as a marketing tool to inform customers of the shop's environmental stewardship. IDEM also promotes 5-Star program participants through a variety of publications.
- ✓ conducting **free confidential workshops** throughout the state to provide personalized assistance. Workshops are scheduled upon request of an industry association or group.
- ✓ conducting **confidential site visits** to vehicle maintenance shops upon request of the shop.

HOW TO ACCESS THESE TOOLS:

In order to receive free written materials, simply complete the bottom section of this page, detach, and return it to CTAP:

IDEM
Compliance & Technical Assistance Program
ISTA 703
P.O. Box 6015
Indianapolis, IN 46206-6015

or call:

Cheri Storms at (317) 233-1041
or toll free at (800) 451-6027, press 0 for operator and request extension 3-1041.

To schedule a confidential site visit, call:

- ☎ Amy Burns at (219) 881-6720 if you are located in Lake, Porter or LaPorte counties.
- ☎ Beth Bell at (812) 952-1144 if you are located in Clark, Floyd or surrounding counties.
- ☎ For all other counties, contact Cheri Storms at (800) 451-6027, press 0 and request extension 2-8172 or (317) 232-8172.

To schedule a confidential workshop for your association or group, call:

- ☎ Cheri Storms at (800) 451-6027, press 0 and request extension 2-8172 or (317) 232-8172.



✓ Check one or all:

- ☐ Please send me a copy of the **Compliance Manual for Indiana's Vehicle Maintenance Shops.**
- ☐ Please send me a copy of the **Collision Repair/Auto Refinishers' chapters** once they are completed.
- ☐ Please send me an application for the **Indiana 5-Star Environmental Recognition Program for Vehicle Maintenance Shops.**

- ☐ I'd like to schedule a **confidential site visit** for my shop.
- ☐ I'd like to schedule a **confidential workshop** for my association or group. (Workshops are generally 2.5 hours, but can be modified to fit into your meeting's time frame.)

Name _____

Company Name _____

Address _____

City/State/Zip _____

Phone _____ Fax _____ County _____